



WHAT WE HEARD

Between June 10 and July 15, 2026, we reached out to Pottstown area residents, riders, and stakeholders through pop-up events, a rider survey, postcard outreach, bus driver workshops, and stakeholder meetings to learn how PART could better serve the community. **Here's what we heard about rider travel and priorities.**

OUTREACH BY THE NUMBERS



159

SURVEY RESPONSES
59 open comments



58

POP-UP PARTICIPANTS
engaged in person



1,075

**POSTCARDS
DISTRIBUTED**



11

BUS OPERATORS
in driver workshop



38

**COMMUNITY
STAKEHOLDER MEETING
PARTICIPANTS**

RATING PART: CURRENT SERVICE & FUTURE NEEDS

83%



**RATE CURRENT
PART SERVICE AS
EXCELLENT OR GOOD**

48%



**VERY LIKELY TO
RIDE MORE IF
SERVICE IMPROVES**

63%



**SAY FRI / SAT SERVICE
IS MOST USEFUL**
with continued demand on weekdays

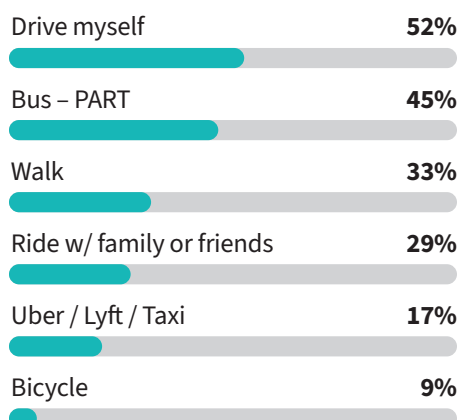
48%



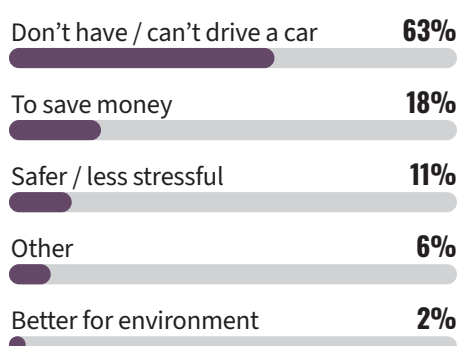
**PREFER A COMBINATION
OF FIXED-ROUTE AND
ON-DEMAND TRANSIT**

TRAVEL PATTERNS & TRIP PURPOSES

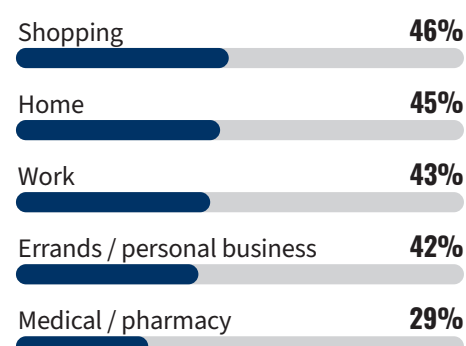
TRANSPORTATION USED MOST OFTEN



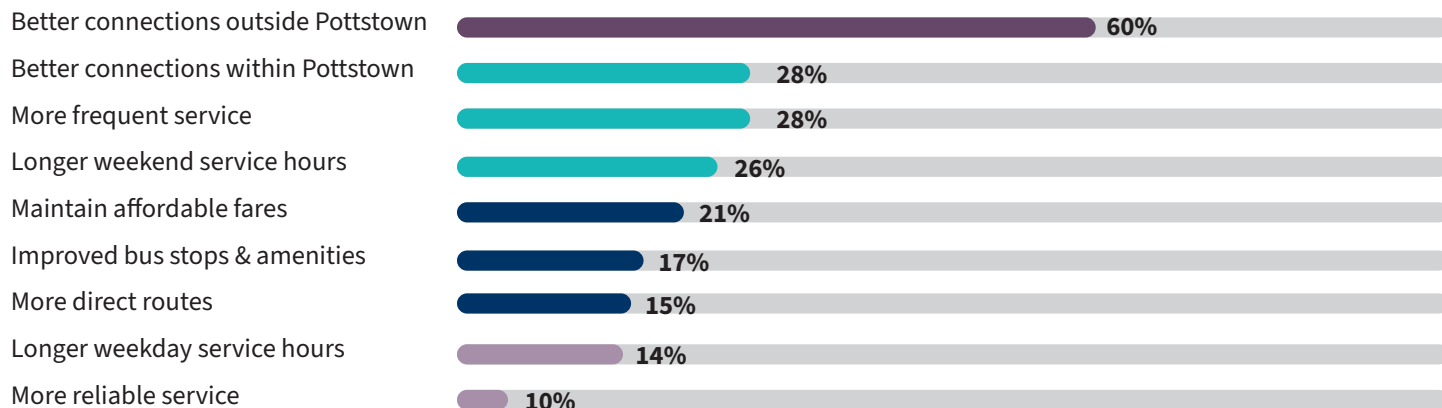
TOP REASONS FOR USING TRANSIT



TOP TRANSIT DESTINATIONS



TOP SERVICE PRIORITIES



BARRIERS TO RIDING

- 1 Service doesn't go where I need to travel — 37%
- 2 Bus times / frequency don't match my needs — 27%
- 3 Difficult to get to or wait at bus stops — 17%
- 4 I prefer driving or another way of traveling — 16%

PREFERRED WAYS TO RECEIVE UPDATES

- 1 PART myStop mobile app — 60%
- 2 Text message — 54%
- 3 Project website — 31%

COMMON GROUND: RIDERS, DRIVERS AND STAKEHOLDERS

Despite different perspectives, riders, drivers, and stakeholders shared many of the same priorities. Feedback consistently focused on stronger regional connections, more convenient and efficient travel, and improvements that make transit easier, safer, and more comfortable to use.



STRONGER REGIONAL CONNECTIONS

- Better connections to reach regional destinations
- Improved coordination with SEPTA and other transit providers
- Enhanced bus stop amenities and transfer locations



BETTER SERVICE FOR EVERYDAY TRAVEL

- More frequent bus service where demand is strongest
- More convenient and efficient trips
- Interest in flexible transportation options for some trips



MODERNIZE THE CUSTOMER EXPERIENCE

- More convenient fare products and payment options
- Safer and easier access to bus stops
- Greater awareness and promotion of available transit services

LOOKING AHEAD

Your input will help shape PART's recommended service and investment priorities. The Transit Development Plan will guide decision-making for years to come — stay tuned as it moves into its next phase.

VISIT THE PROJECT WEBSITE

Learn more about the plan and view updates.

<https://tinyurl.com/pottstown-tdp>



SCAN THE CODE

Use your phone camera to visit the website.